



City of Payette

Leak Repair Refund Policy

Water will not be furnished where there are defective or leaking faucets, closets or other fixtures and, when such may be discovered, the supply will be withdrawn until the property repairs are made by the property owner.

Payette Municipal Code 13.04.150

The City of Payette Public Works Department has developed the following internal policy:

Policy

Customers who have made repairs within a reasonable time period may be reimbursed for excessive sewer charges accumulated due to a leak according to the following:

- The assessment of the sewer rate credit will be determined only after a full month's billing subsequent to the repair being completed.
- Credit assessment will be based on the previous year's average monthly water usage prior to the leak unless the data is unavailable, then discretion will be used for a maximum of a one-month adjustment.
- Customers who request reimbursement to their account due to excessive sewer charges due to a leak will be reimbursed on their bill as follows:
 - Repairs made within 30 days of notice will receive a 100% credit for their average average of sewer usage fees.
 - Repairs made within 60 days of notice will receive a 50% credit for their average average sewer usage fees.
 - Repairs made after 60 days will not be eligible for a sewer usage credit, may have their water service turned off and shall provide evidence of corrective action prior to the water service being turned on.

Procedures

- A leak may be reported to the Utility Billing Department by either the customer or after being revealed through monthly meter reading by the Water Department or by perusal of account activity for billing purposes by the Utility Billing Clerk.
- If there is evidence of a leak; the Water Department will conduct a leak test which is a verification by the Water Department as to whether there is water running through the meter.
- If the customer did not initiate this notification of a leak, a phone call will be made or a letter will be sent to:
 - Notify the customer of the leak
 - Inform the customer of the violation of City Code, if any.
 - Request a prompt repair of the leak and the implications of not repairing the leak.
 - The phone conversations and/or letter will be documented in the notes section on the account
- Leak letters, phone calls, notes and potential sewer rate adjustments are put into a tickler system for follow-up and additional letters/call, or citations will be made or sent, when deemed necessary.

- The customer is responsible to notify the Utility Billing Department once the leak has been repaired, and then another leak test shall be performed for verification.

Refund Policy

A detailed note about the leak shall be recorded in the “notes” tab and again once the leak is repaired. Detailed notes shall be made in the “customer” tab at each step of this process recording conversations with the customer. Once the repair is complete a note will be made in the “customer” tab of the amount of adjustment due to leak repair.

Adjustments on water bills will NOT be made on the following:

- a. Routine dripping faucets, running commodes/toilets, or any type of faulty customer plumbing;
- b. Premises left or abandoned or vacated without reasonable care for the plumbing system;
- c. More than one occurrence per any 12-month period;
- d. Filling of swimming pools;
- e. Irrigation systems, watering of lawns, water-siphon operated pump/alliances;
- f. Bills claimed to be lost or not received, or
- g. Homes under construction/major renovation

Payment Plan

If a leak is detected and confirmed by the Water Department and the bill is four times the normal amount a payment plan may be implemented. Payment plans will be made between the account holder and the City. The plan will be calculated by city staff depending on the amount of the bill and the number of months it would take to pay it off in full.

Policy Approval

City Council approved March 2, 2015